# Promoting Quality Improvement

CMS
CENTERS for MEDICARE & MEDICAID SERVICES

HCQIP
MEDICARE'S HEALTH CARE QUALITY IMPROVEMENT PROGRAM

DEPARTMENT OF HEALTH & HUMAN SERVICES · USA

# A Time for Optimism

- A highly favorable environment for quality improvement
- A system that is working together better than ever before
- Support from the Administration
- Broadening role

# QIO System Goals

We will be

- Effective in improving care
- Efficient in improving care
- Recognized and get resources
- A good place to work

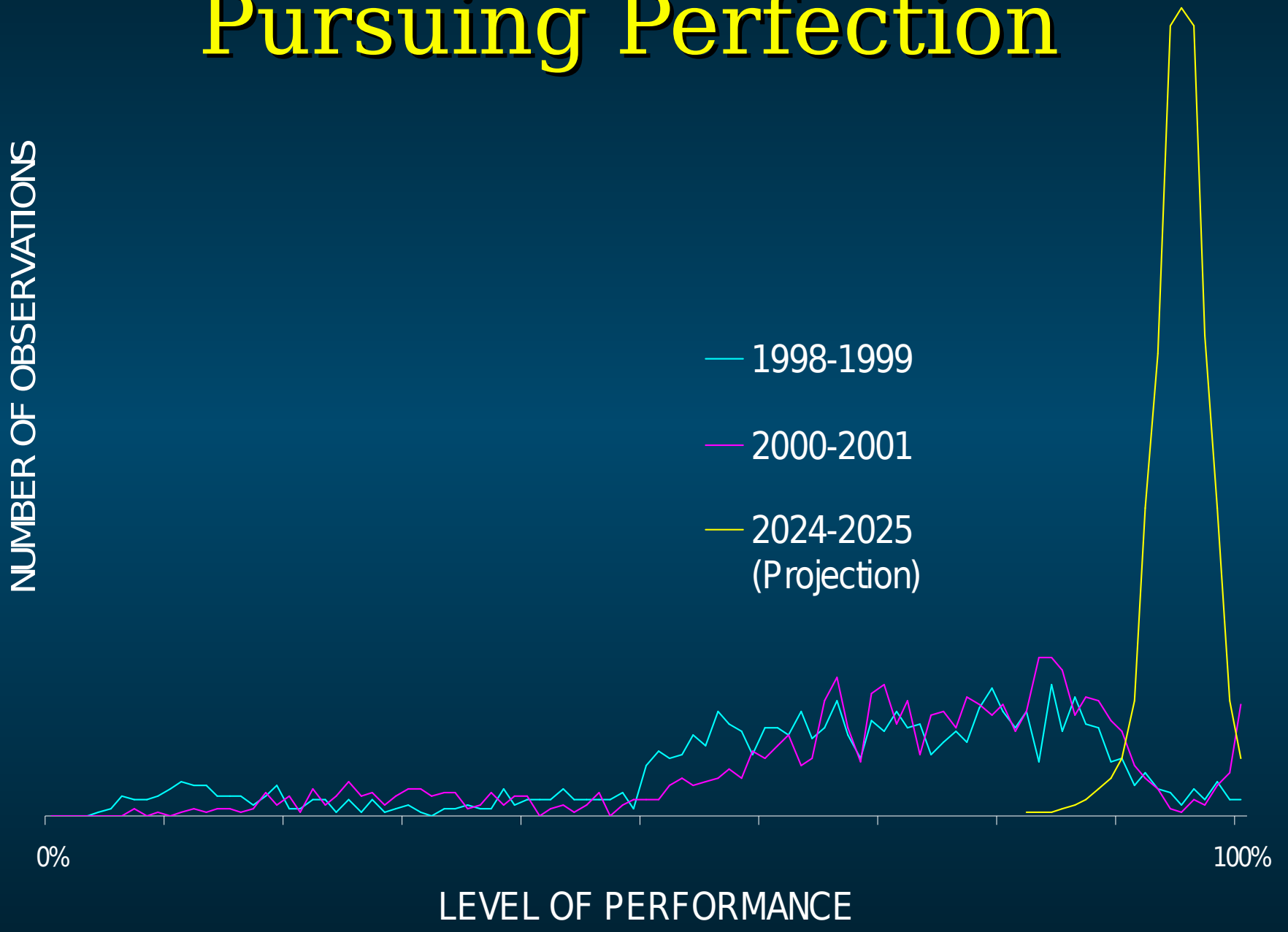
# Effectiveness

- From 1998-1999 to 2000-2001 performance on the typical QIO inpatient/outpatient measure improved from 69.5% to 73.4%, a 12.8% relative improvement.
- At this rate, by 2024 we will have 95% performance on the measures that were current in 2002.

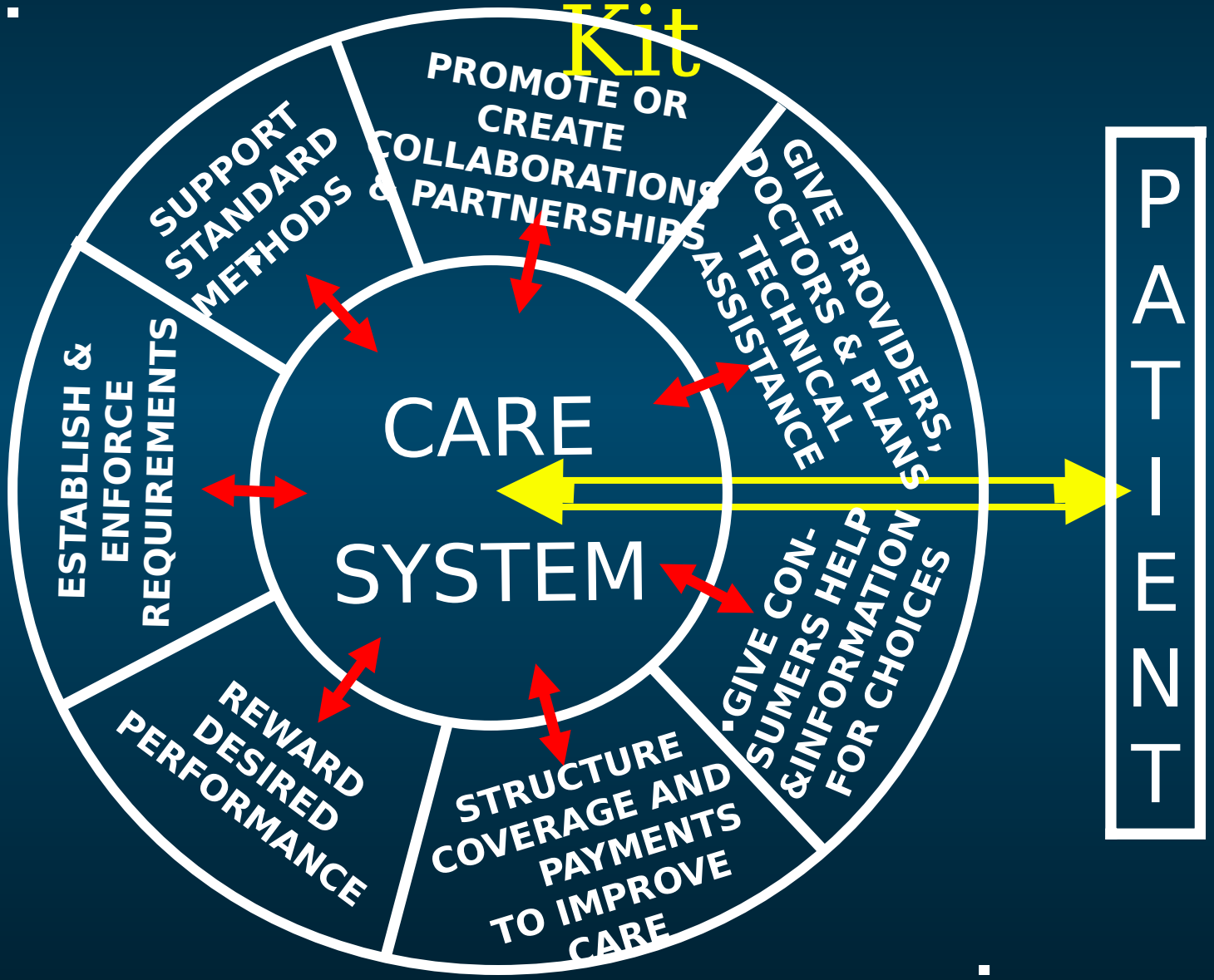
GREAT!!

Ohhhhhhhhhhh

# Pursuing Perfection



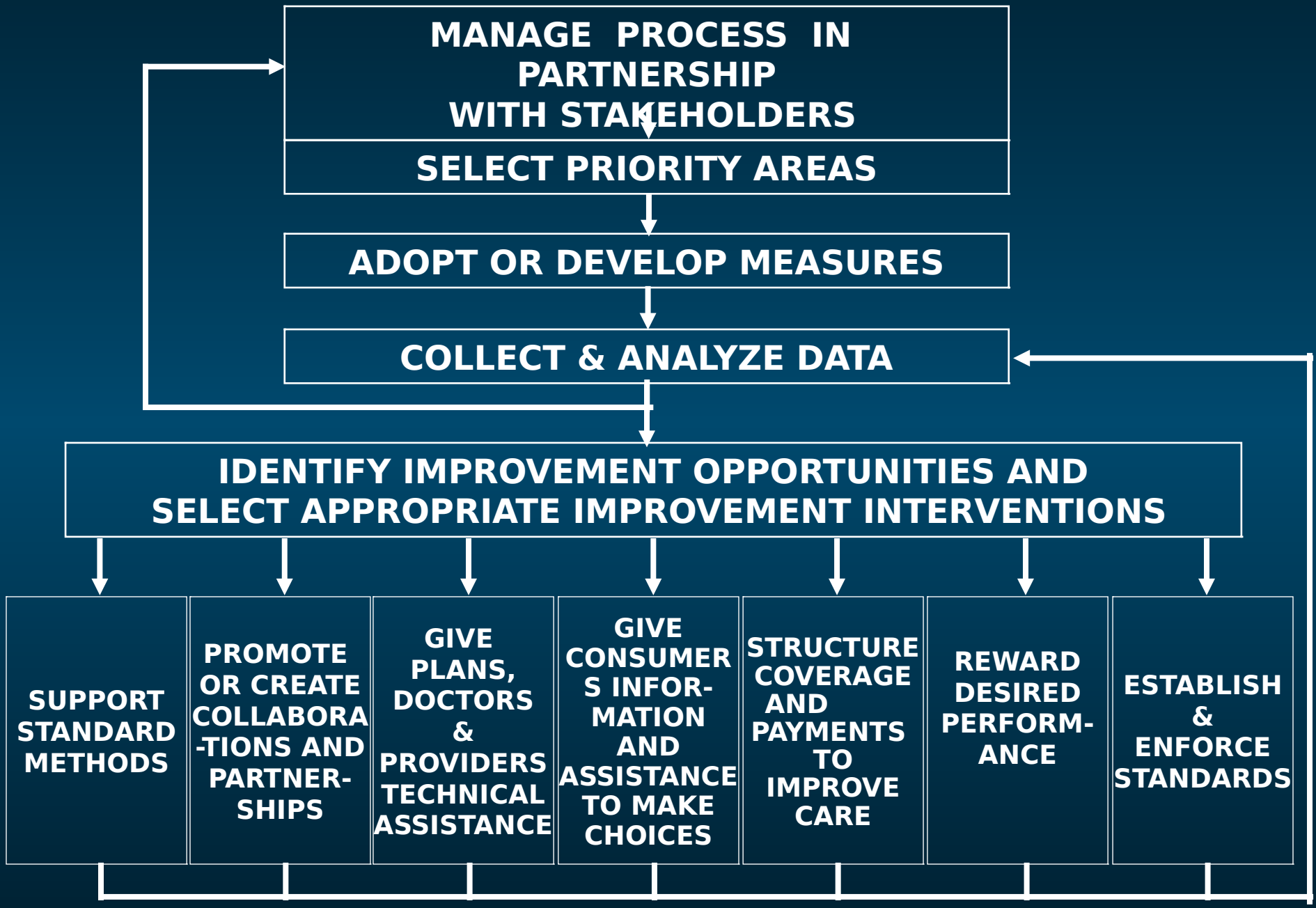
# The Intervention Tool Kit


SUPPORT STANDARD METHODS
PROMOTE OR CREATE COLLABORATIONS & PARTNERSHIPS
GIVE PROVIDERS, DOCTORS & PLANS TECHNICAL ASSISTANCE
ESTABLISH & ENFORCE REQUIREMENTS
CARE SYSTEM
GIVE CONSUMERS HELP &INFORMATION FOR CHOICES
REWARD DESIRED PERFORMANCE
STRUCTURE COVERAGE AND PAYMENTS TO IMPROVE CARE
PATIENT

# Medicare Clinical Measures
## (correlation of State ranks)

| | Amb | M+CInpt | Dial |
|---|---|---|---|
| Amb FFS | 1.00 | 0.66 | 0.65 | 0.30 |
| M+C FFS | 0.66 | 1.00 | 0.45 | 0.39 |
| Inpatient | 0.65 | 0.45 | 1.00 | 0.42 |
| Dialysis | 0.30 | 0.39 | 0.42 | 1.00 |

# WHAT WE CAN DO TO IMPROVE QUALITY


MANAGE PROCESS IN PARTNERSHIP WITH STAKEHOLDERS
SELECT PRIORITY AREAS
ADOPT OR DEVELOP MEASURES
COLLECT & ANALYZE DATA
IDENTIFY IMPROVEMENT OPPORTUNITIES AND SELECT APPROPRIATE IMPROVEMENT INTERVENTIONS
SUPPORT STANDARD METHODS
PROMOTE OR CREATE COLLABORA-TIONS AND PARTNER-SHIPS
GIVE PLANS, DOCTORS & PROVIDERS TECHNICAL ASSISTANCE
GIVE CONSUMERS INFOR-MATION AND ASSISTANCE TO MAKE CHOICES
STRUCTURE COVERAGE AND PAYMENTS TO IMPROVE CARE
REWARD DESIRED PERFORM-ANCE
ESTABLISH & ENFORCE STANDARDS

# Effectiveness: Pursuing Perfection

- The quality chasm is very wide
- Purchaser impatience with incremental improvement is growing
- We must recruit providers, practitioners, and ourselves into the quest not just for improvement but for really good performance.
- This requires culture change for us and them.

# Ending a Culture of Secrecy: Public Reporting

- Managed care (contract level) 1999
- Dialysis facilities (facility level) 2001
- Nursing homes (facility level) 2002
- Home health agencies (facility level) 2003
- Ambulatory care (state level) 2003
- Hospitals (state level; facility level for volunteers and some states) 2003

# Other Strategies

- Strengthen the science base of care processes and interventions.
- Employ and promote information technology, both standardization and provider/office implementation
- Create a national collaborative effort to halve surgical complications